

**Rebecca Klein**  
Chairman

**Brett A. Perlman**  
Commissioner

**W. Lane Lanford**  
Executive Director



## *Public Utility Commission of Texas*

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June 27, 2002

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
Room TW-A325  
445 12<sup>th</sup> Street - SW  
Washington, D. C. 20554

Re: The State of Texas Annual Complaint Summary and Log Report for  
Telecommunications Relay Service  
CC Docket No. 98-67

Dear Secretary,

Public Utility Commission of Texas (PUCT) respectfully submits the Relay Texas annual complaint summary and log report as mandated by the Federal Communications Commission.

Attached are two reports: Summary of Complaints for the period of June 1, 2001 through May 31, 2002 and the Summary Report (one page) for the period of June 1, 2001 through May 31, 2002.

Relay Texas agents processed more than 5,536,365 outbound calls from June 1, 2001 through May 31, 2002. Sprint LTD, the Relay Texas provider, received a total of three hundred twenty customer complaints which represents approximately 0.006% of total relay calls. All these complaints were filled with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these complaints were formally escalated for action to the PUCT or to the FCC.

Sincerely,

Ed Bosson  
Relay Texas Administrator